

DISC Newsletter

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DISC NEWSLETTER

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An Information Periodical For DISC Employees

Section Articles

We will be presenting articles from sections within DISC each month. For April the articles are from BOT; Telecomm Operations, and Network Control Center

Telecomm Operations by Dave Timpany

The Bureau of Telecommunications Operations Group is responsible for the production telecommunications facilities managed by DISC. This includes the KANWIN data network and the voice systems for the Topeka Plexar and the WSOB Fujitsu voice PBX. Operations is composed of several components: the Network Control Center, the Employee Self Service Help Desk, Performance Management, and Voice Automation Services.

Performance Management

KANWIN performance management is handled by **Sandy Lawrence**. Sandy is in her 16th year since coming to work for DISC. Prior to that she had worked in IT for several years with ComputerLand and for the Kansas Dept. of Human Resources. In 1988 she came to work for the NCC as a Data Control Technician, and four years later was promoted to Equipment Planner to oversee DISC's new videoconferencing services. In 2000 she transferred to BOT's Network Planning Group and began working with router administration and network performance management. Her role in Operations involves the

administration of the eHealth performance management tool, monitoring KANWIN resources, and assisting users in using eHealth themselves to monitor their agency KANWIN resources.

Voice Automation Services

Voice automation services such as voice mail, ACD (Automated Call Distribution), and IVR (Interactive Voice Response) are managed by **Judy Shepherd**. Judy is also responsible for administering the Fujitsu PBX in the WSOB. Judy came to DISC in 1984 as a Switchboard Operator I in DSOB basement. In 1988 she moved to the Network Control Center and worked as a NCT II and later as a NCT III. In Oct 2001 Judy became a Equipment Planning Tech II.

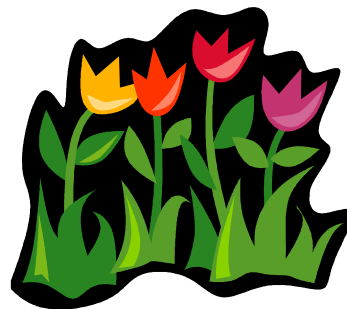
Employee Self Service Help Desk

The Employee Self Service Help Desk was created in response to the Sharp 8.0 introduction of on-line employee self service to assist employees with problems accessing the on-line service. NCT II **Dean Carson** who started in the NCC May 1999 heads up the Employee Self Service Help Desk. Dean started in DISC Operations in 1994 before coming to the NCC. Dean helped create the help desk structure and now manages the help desk.

Network Control Center by John Harper

The Network Control Center, within the Bureau of Telecommunications, operates 24 hours a day, 7 days a week. The NCC functions as a central reporting facility for all network related services for voice, data, and video communication to all state agencies and institutions. The NCC is responsible for operating network management equipment that monitors the State's network and also provides management and monitoring of the State's law enforcement network. The NCC manages and provides reconfiguration service for all users of the Capitol Complex and Wichita State Office Building telecommunications systems. The NCC receives trouble calls from all voice, data and video users statewide and creates trouble reports, tracks trouble and reports trouble resolution to users. Through extensive training and experience the NCC diagnoses all network problems in order to provide rapid resolution of trouble reports. The NCC also maintains hardware documentation of all circuits and connections to the state network. In addition to all this the NCC assists in answering Employee Self Service calls as well as State of Kansas Information calls.

John Harper is the Supervisor for the NCC and has been with DISC since coming from the KBI in April of 2000. The NCC has twelve technicians that work three shifts. Two of those technicians work two twelve-hour shifts to cover the weekends. The technicians that work during the weekdays are NCT III **Michael Hunt** who has been in the NCC since August 1987, NCT III **Emily Marsh** who has been in the NCC since May 1999 after having been with the KBI, NCT II **Frank Kosiba** who has been in the NCC since August 1990, NCT II **Donna Luttjohann** who has been in the NCC since April 1997, and NCT II **Clara Child** who has been in the NCC since June 1999 and started with DISC in Central Telephone in July 1979. The second shift has NCT III **Shawn Shaughnessy** who has been in the NCC since July 2000 and began in DISC Operations in 1997 and NCT II **Brian McAlpin** who has just started in the NCC the 1st of March 2004. Third shift has NCT III **Morris Oborny** who has been in the NCC since November 1986 and we are currently in the process of hiring a second person for third shift. NCT II **Kelley Kuta** who began in the NCC in July of 2000 and also came from the KBI and NCT II **Michael Rodecap** who began in the NCC in August 2003 after having been an Installation/Service technician work two twelve-hour shifts on Saturday and Sunday and work two days during the week for their 40 hours.



Randy Drum's Baby Shower

What a beautiful family! Congratulations Randy! Your daughter made the rounds of DISC employees holding her, so she should be able to handle anything now!!





EMPLOYEE INFO

*Happy April
Birthdays to:*



Desi Gomez

Patty Copeland

Todd Pettit

Josh White

Dennis Sheets

Pam Rodecap

Kathy Kelley

Tony Matalone

Kelley Kuta

Sara Johnson

Helen Gibbon

Births

Charlene and Matt Atwood's
New baby girl, Haley Jade



Doug Quinn's Granddaughter
Jasmine Lynn Tumey



Deaths

Virginia Foley's Father

Don Heiman's Mother

*We are very sorry for
your losses Virginia
and Don*

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Meeting Our Customer's Needs

April Fool's Day

April Fool's Day or All Fool's Day, holiday of uncertain origin, known for practical joking and celebrated on the first of April. Prior to the adoption of the Gregorian calendar in 1564, the date was observed as New Year's Day by cultures as varied as the Roman and the Hindu. The holiday is considered to be related to the festival of the vernal equinox, which occurs on Mar. 21. The English gave April Fool's Day its first widespread celebration during the 18th century.



Kudos

BOT

To: Tony Appelhanz and Dan Glotzbach

Thanks for helping us get the Internet connections for the Tech Fair. We were excited and the schools were delighted with the service. You guys are super!

From: Linda Grindol, Department of Education.

BAS/BIS

To: Joe Hennes and Sara Johnson

I would like to recognize the efforts of the above two members of your staff. We are filling an Information Resource Specialist I position and wanted a review of the position description and the advertisement. This is the first time that we have filled this position. I contacted Mr. Hennes and he said he would review it from the technical aspects and would have Ms. Johnson, also review it because she worked with the position descriptions on a regular basis. They reviewed it the very next day.

From: Joe Moreland, Board of Emergency Medical Services.

***Great Job
Everyone!!***